



CHARTER - SERVICE ASSURANCE Our Commitments

EUSKOTREN BUS QUALITY OF SERVICE COMMITMENTS
TO THE USERS OF UDALBUS, LURRALDEBUS Y BIZKAIBUS EUSKOTREN

November- 2019 (Ed. 2)



VOCATION OF SERVICE

Euskotren aspires to grow substantially in the near future and become the public transport operator of reference in the Basque Country operating on the metric gauge system owned by the Autonomous Community of the Basque Country, increasing frequencies, expanding its services with Trams and buses in other municipalities and extending its current services by carrying more goods by rail and offering services on other networks. All this will be achieved seeking economic efficiency and sustainable management, contributing to the progress of society in general.

The purpose of EuskoTren is to operate the transport concessions that were transferred from the Central Public Administrations of Spain to the Autonomous Community of the Basque Country by virtue of Decree 2488/78 of 25 August. The business purpose of EuskoTren, the trade name of the company adopted in 1996, primarily focuses on managing the rail and road transport of both passengers and goods within the territory of the Autonomous Community of the Basque Country. This company uses the Euskotren Lurraldebus, Bizkaibus and Udalbus brands for the operation of the Bus services in Gipuzkoa, Bizkaia and in the town of Eibar respectively.

To address the challenge to reform and modernise public transport, we are undertaking a wide range of actions. Among others, actions aimed at facilitating and improving the sustainable mobility of citizens, prioritising the Safety and Quality of the Service within our scope of action and responsibility. The results that are gradually being achieved can already be enjoyed by our customers and are highly valued.

We regularly listen to our customers, try to understand their reasonable expectations, and implement the best solutions. Your help is our best guarantee and encouragement to continue improving Safety and the Quality of Service.

Many thanks on behalf of *EuskoTren* and of society in general for helping us improve the Quality of our Services.

CEO

GLOBAL COMMITMENTS TO IMPROVE THE SERVICE

These are our Global Commitments to passengers:

► **Invest to improve the Quality and Safety of the Service provided** by training and motivating our staff, improving every process and procedure, and innovating. The goal is to satisfy the reasonable expectations of our customers regarding safety, speed, comfort, cleanliness and other aspects that reach us through regular and detailed Perceived Quality and Satisfaction Surveys.

► **Regularly measure the fulfilment of our Commitments** by conducting internal audits, interviews with users, and outsourced audits conducted by neutral and independent observers.

► **Exceed all the requirements set out in the Standard UNE/EN 13816 on Public Passenger Transport** to achieve the Quality Certification granted by approved Bodies.

► **Establish a Responsible and Sustainable Management System** based on transparency to ensure the efficient use of resources, promote sustainable mobility in three key aspects (economic, social and environmental) and to respond to the expectations of our stakeholders (customers, employees, society, public administrations and suppliers) so that Bus Services can actively contribute to improving people's Quality of life, and to the development and sustainable progress of Society.

► **In summary, seek the Continuous Improvement of the Service** through specific Commitments.

OUR SERVICE:

EuskoTren operates a total of 11 Lurraldebus lines, 11 Bizkaibus lines and 2 Udalbus lines.

BUS LINES IN GIPUZKOA

LINE	SERVICE	CONCESSION	NAME OF LINE
UK07	LURRALDEBUS	UROLA KOSTA	AIZARNAZABAL - ZUMAIA - ZESTOA
UK08	LURRALDEBUS	UROLA KOSTA	ZARAUTZ- AIA - ORIO
UK09	LURRALDEBUS	UROLA KOSTA	ZUMAIA - DONOSTIA N-634
UK10	LURRALDEBUS	UROLA KOSTA	ZUMAIA – ZARAUTZ- DONOSTIA AP-8
UK11	LURRALDEBUS	UROLA KOSTA	ZUMAIA – ZARAUTZ- ORIO - DONOSTIA AP-8

DB01	LURRALDEBUS	DEBABARRENA	EIBAR - ELGETA
DB02	LURRALDEBUS	DEBABARRENA	ERMUA – DONOSTIA AP-8
DB03	LURRALDEBUS	DEBABARRENA	LEKEITIO – DONOSTIA AP-8
DB04	LURRALDEBUS	DEBABARRENA	MALLABIA - ONDARROA
DB05	LURRALDEBUS	DEBABARRENA	ONDARROA-MUTRIKU-DEBA-ZUMAIA
DB06	LURRALDEBUS	DEBABARRENA	SORALUZE - ONDARROA

UDALBUS IN EIBAR

59	UDALBUS	AYUNTAMIENTO EIBAR	UDALBUS EIBAR
60	UDALBUS	AYUNTAMIENTO EIBAR	EIBAR - ARRATE



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BUS LINES IN BIZKAIA

LINE	SERVICE	CONCESSION	CONCESSION No.	NAME OF LINE
10	BIZKAIBUS	MARGEN IZQUIERDA UPV/EHU	A-2315	SANTURCE – PORTUGALETE – UPV/EHU
11	BIZKAIBUS	MARGEN IZQUIERDA UPV/EHU	A-2316	SESTAO – UPV/EHU
12	BIZKAIBUS	MARGEN IZQUIERDA UPV/EHU	A-2326	BARAKALDO – UPV/EHU
13	BIZKAIBUS	MARGEN IZQUIERDA UPV/EHU	A-2336	MUSKIZ – UPV/EHU

17	BIZKAIBUS	URIBE KOSTA	A-3411	BILBAO – GETXO
8	BIZKAIBUS	URIBE KOSTA	A-3414	BILBAO – GETXO (via Artxanda tunnels)
3	BIZKAIBUS	URIBE KOSTA	A-3422	LAS ARENAS - BERANGO (CCArtea)
2	BIZKAIBUS	URIBE KOSTA	A-3451	LAS ARENAS-ARMINTZA
6	BIZKAIBUS	URIBE KOSTA	A-3471	GETXO - CRUCES (via Fadura)
15	BIZKAIBUS	URIBE KOSTA	A-3472	GETXO – CRUCES (from Las Arenas)
18	BIZKAIBUS	URIBE KOSTA	A-3499	PLENTZIA - GORLIZ



EUSKOTREN BUS QUALITY OF SERVICE COMMITMENTS TO THE USERS OF LURRALDEBUS AND BIZKAIBUS EUSKOTREN

These are the ten types of Commitments *Euskotren Autobús* would like to make to its users. The employees of the organisation pledge to implement them. On the whole, they exceed the Quality of Service standards set out in the eight criteria of the European Standard UNE-EN 13816. We regularly assess the level of compliance of our Commitments by conducting internal audits, interviews with passengers and external audits carried out by neutral and independent observers.

► SERVICE OFFERED

- Adapt the frequencies/capacity of the Buses to the demand at rush hours on working days and on holidays and avoid leaving passengers waiting at the stops. 80% of users benefit from the standard service and measurements will be made through monthly checks based on the direct observation of the degree of occupancy/month/line. (1)
- No scheduled services will be cancelled or changed without prior notice, except for exceptional and duly justified reasons. Information at the stops benefits up to 95% of users and we shall check the No. services performed/total services month. (2)

► EXTERIOR AND INTERIOR ACCESSIBILITY OF BUSES

- All of our Buses are suitably adapted to the needs of persons with reduced mobility, in line with mandatory regulations.
- We continually review the access ramps and platforms on all of our buses so that people with reduced mobility can always access them. (Check the good condition of devices for people with reduced mobility by calculating the No. of faults on ramps and platforms/buses of the fleet, which should not exceed 1. (3)



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► INFORMATION FOR CUSTOMERS ON DAILY SERVICES

- We try to ensure that 99% of the stops have simple and up-to-date information on current routes, fares and timetables.
- We guarantee that 99% of the Buses have visible exterior signs indicating their destination; and, in the interior, the name of the company providing the service and means of contact, as well as current prices and timetables. (4).

► INFORMATION FOR CUSTOMERS IN THE EVENT OF SERVICE DISRUPTIONS

- Passengers will find information at the stops regarding any changes to the service at least one day before any scheduled changes are implemented.
- Outdated information will not remain available at the stops for more than 48 hours after its period of validity (72 hours at weekends).

Verification of the existence of up-to-date information on paper regarding abnormal conditions of the service at stops, visual verification every month, complaints due to misinformation on service issues should not exceed 2 complaints per line per month. (5)

► WAITING AND TRAVEL TIME; REGULAR SERVICES

- We guarantee that at least 85% of the services are carried out on time in relation to the total number of services, with no early departures or transits at stops, except in cases of unscheduled disruptions of the service.
- When delays that exceed ten minutes and that are not due to traffic are detected, preventive and corrective actions shall be activated.

Daily verification of the percentage of services provided on time compared to the total number of services. (6)



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► CUSTOMER SERVICE

- Users may call a telephone line during Customer Service Offices hours and use the Internet to submit complaints, queries, suggestions and comments. 95% of written submissions will be answered within 8 days, and the remaining 5% within 10 days. Verification and follow-up of the response time to complaints received in writing. (7)
- To ensure customers receive the correct attention and assistance, 100% of the employees are aware of and apply the Customer Service Protocol. The verification of this point is achieved through direct measurement systems and also based on the results of customer satisfaction surveys (average of the overall perception that customers have of the service is greater than 6.5 out of 10, in the case of Lurraldebus and Udalbus. (8)
- In the case of Bizkaibus, the score is obtained based on a percentage value (65%), taken from a mystery user survey prepared by the Provincial Council of Bizkaia. (8)
- It would be unacceptable to reach driver treatment values below 6.5 out of 10 in the customer satisfaction survey. (9)
- 100% of employees have been trained and are capable of providing information accurately and politely, as well as helping users within the scope of their responsibilities.
- Passengers will receive appropriate help and treatment.
- Assessment based on an average score of the staff that is equal to or greater than 6.5. in Lurraldebus and Udalbus. (10)
- In the case of Bizkaibus, the score is obtained based on a percentage value (65%), taken from a mystery user survey prepared by the Provincial Council of Bizkaia. (10)

► COMFORT, CLEANLINESS, MAINTENANCE

- 100% of the drivers shall drive in a professional manner, as smoothly as possible, avoiding sudden braking and accelerations, with a view to transmitting a feeling of safety and comfort to passengers.
- The Conservation and Cleanliness Protocol is applied to 100% of the Buses. We guarantee the correct cleaning and conservation as well as a clean and well ventilated interior atmosphere, free from smells. In addition, Euskotren Autobús ensures the supervision of any work performed to assess its quality. It will be considered acceptable when the average score regarding "cleanliness, appearance of buses" on the quality surveys conducted surveys exceeds 3.6 over 5 (11).



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► SAFETY

- 100% of Buses shall include safety elements in line with their technical specifications and applicable regulations. They shall also include additional elements, such as Speed Monitoring Systems, to complement the mandatory safety systems required by bus transport regulations. All our maintenance workshops are certified and introduced a Quality Management System and a Prevention Plan that completely guarantees the safety of our fleet. (12)
- 100% of the drivers have been trained to act in the event of an accident or incident that endangers people (bus driving skills).

► ENVIRONMENTAL IMPACT

- *Euskotren Autobús* is committed, through the implementation of pollution management systems, to ensuring that its activities have as little impact as possible on the environment.
We guarantee that 100% of the buses in our fleet have passed the Ministry of Transport Test (ITV) in a timely manner. (13)
- Energy consumption is optimised through the inspections of the fuel consumption of our fleet. Fuel consumption is optimised through monthly controls of the total of litres/total passengers month, which must not exceed 0.75. (14)

These Commitments shall remain in force for five years from the date of publication. Compliance with these Commitments shall be notified every six months through the publication of the results on our website.

<https://gardentasuna.euskotren.eus/en/calidad>

CORRECTIVE MEASURES

If your complaint helps us identify any non-fulfilment of any of our commitments, the Customer Service Offices shall process your complaint within 72 hours to apologise and provide an explanation of the incident.



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APPLICABLE REGULATIONS

The main legislation and regulations applicable to the activities contemplated in this Euskotren service charter are:

Law 5/2003, of 15 December, on the Basque Transport Authority.

Law 16/1987, of 30 July, on Land Transport Planning.

Law 4/2004, of 18 March, on the Transport of Passengers by Road.

Royal Decree 1211/90, of 28 September 1990, Regulations governing the Land Transport Planning Act.

Decree 51/2013, of 3 April, on Regulations governing the Transport of Passengers in the Basque Country.

General Eusko Trenbideak contracting terms and conditions, 06 February 2018.

Standard UNE ISO 9001:2015

Standard UNE 13816

Standard UNE 93200

RP A37.01. Special Aenor regulations governing Public Passenger Transport (PPT) services

RP A58.01 Special Aenor Regulations on Certified Services for Service Charters.

Law 31/1995 on Occupational Risk Prevention.

Organic Law 15/1999 on Data Protection.

Royal Decree 1720/2007, Regulation implementing Organic Law 15/1999.

Organic Law 4/2015, of 30 March, on Public Safety.

Law 5/2014, of 4 April, on Private Security.

Organic Law 4/1997, on Video Surveillance.

Royal Decree 596/1999, Video Surveillance Regulation.

Legislative Decree 1/2017, of 27 April, consolidated text of the Emergency Management Act.

Royal Decree 1544/2007, of 23 November, on Accessibility.

Law 6/2003, of 9 December, governing the Study of Consumers and Users.

Law 1/2016, of 7 April, on Comprehensive Care governing Drug and other types of Addictions.

Bylaw regulating the Barik card and travel tickets.



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Regulations and general conditions of use of the Mugi card.

Bylaw regulating the Bat tickets.

Tax bylaw governing fees for public transport services provided to CTB ticket holders.

CONTACT ADDRESSES

If you need help or if you wish to submit suggestions or complaints, or notify any Quality of Service anomalies or improvements, you can contact Euskotren:

CSOs BIZKAIA and GIPUZKOA

- ▶ **By post:** Euskotren; Plaza San Nikolas, 2 CP 48005 BILBAO
- ▶ **By post:** Euskotren; Plaza Estación s/n CP 48370 GERNIKA
- ▶ **By post:** Euskotren; Estación de Durango CP 48200 DURANGO
- ▶ **By post:** Euskotren; Estación de Amara Plaza Easo s/n 20006 Donostia

- ▶ **By post:** Through our employees on any of our buses.
- ▶ **At Information Offices:**
 - Plaza San Nikolas, 2 CP 48005 BILBAO
 - Plaza Estación s/n CP 48370 GERNIKA
 - Estación de Durango CP 48200 DURANGO
 - Estación de Amara Plaza Easo s/n 20006 Donostia
- ▶ **Customer Service; if you call from a landline:** Telephone: 94.433.33.33
- ▶ **Contact our Employees** in any of our buses.
- ▶ Twitter @euskotrenejgv.
- ▶ Instagram.com /euskotrenejgv.
- ▶ Facebook.com /euskotrenejgv.

- ▶ **Via the Internet:** on our Website <http://www.euskotren.eus>, where you can download, fill in, and submit a Customer Service Form to: oaczaz@euskotren.eus, oazger@euskotren.eus, oacdur@euskotren.eus, oacdon1@euskotren.eus.
- ▶ **Through our Public Information email address:** oaczaz@euskotren.eus, oazger@euskotren.eus, oacdur@euskotren.eus, oacdon1@euskotren.eus.



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CUSTOMER SERVICE OPENING HOURS:

CUSTOMER SERVICE OFFICE AT ZAZPIKALE STATION, AT PLAZA SAN NIKOLAS, 2.

► **Winter Opening Hours:**

From Monday to Friday: 08:00 to 20:00.

Saturdays and bank holidays: 09:00 to 15:00

(Saturdays after a public holiday closed)

► **Summer (July & August):** 08:00 to 15:00 (Monday to Friday).

CUSTOMER SERVICE OFFICE AT GERNIKA STATION, AT PLAZA ESTACIÓN s/n.

► **Winter Opening Hours:**

From Monday to Friday (workdays): 08:00 to 20:00.

Long Weekends (all year round): 09:00 to 15:00

► **Summer (July & August):**

From Monday to Friday (workdays): 08:00 to 15:00.

CUSTOMER SERVICE OFFICE DURANGO STATION, IN DURANGO STATION.

► **Winter Opening Hours:**

From Monday to Friday (workdays): 08:00 to 20:00.

Long Weekends (all year round): 09:00 to 15:00

► **Summer (July & August):**

From Monday to Friday (workdays): 08:00 to 15:00.

CUSTOMER SERVICE OFFICE AT AMARA STATION, Plaza Easo s/n.

► **Winter Opening Hours:**

From Monday to Friday (workdays): 08:00 to 19:30.

Long Weekends (all year round): 08:00 to 14:00

► **Summer Opening Hours (July and August):**

From Monday to Friday (workdays): 08:00 to 19:30



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Saturdays (weekdays): 09:00 to 13:00

The rights and obligations of passengers are available on our website:
www.euskotren.eus Section, Bus